

89. A system for integrating outbound calling and telephone system control to an automatic call distributor (ACD) coupled to a plurality of telephone lines for receiving incoming calls from a plurality of callers and for placing said incoming calls on hold in at least one predetermined hold queue, each of said incoming calls to be distributed and connected to an available operator from among a plurality of operators, each operator having a work station connected to said ACD, each work station comprising an audio device for allowing an operator to converse with a connected party and a data device for allowing said operator to send and receive information concerning said connected party, said system comprising:

10 a telephone dialer for placing at least one outbound telephone call over at least one of said plurality of telephone lines coupled to said ACD, to at least one predetermined telephone number;

15 a controller, coupled to said ACD, for at least determining a number of said incoming calls on hold in said at least one predetermined hold queue, and responsive to at least said number of said incoming calls on hold in said at least one predetermined hold queue, for directing said telephone dialer to place at least one said outbound telephone call to a called party, and wherein said controller is responsive to a said operator being available for directing said ACD to connect an answered said outbound telephone call to said work station of said available operator; and

20 wherein said controller establishes a data signal path between at least one database containing called party data and said work station of said available operator, for at least retrieving and transferring called party data to said work station, said called party data associated with and concerning said called party which is presently being connected to said available operator.

25 90. A method for integrating outbound calling and overall system control with an automatic call distributor (ACD) coupled to a plurality of telephone lines, said ACD being for receiving incoming calls, for placing incoming calls on hold in at least one predetermined hold queue, and for distributing and connecting said incoming calls to an available operator from among a plurality of operators, each operator having an agent work station comprising an audio

device for allowing said operator to converse with a connected party and a data device for allowing said operator to send and receive information concerning said connected party each said agent work station being coupled to said ACD, said method comprising the steps of:

determining a number of said incoming calls on hold in said at least one predetermined

5 hold queue;

providing a dialer-controller, coupled to said ACD;

responsive to said determination of said number of incoming calls on hold in said at least one predetermined hold queue, placing at least one outbound telephone call over one of said plurality of telephone lines to at least one predetermined number;

10 detecting an answered outbound telephone call placed by said dialer-controller to a called party;

responsive to said detecting of an answered outbound telephone call and to a said operator being available, directing said ACD to connect said answered outbound telephone call to said work station of said available operator;

15 establishing a data signal path between said dialer-controller and said work station of said available operator; and

retrieving and transferring data to said work station of said available operator, said data associated with and concerning said called party at said answered outbound telephone call which is connected to said available operator.

20

91. A system for integrating outbound calling and telephone system control to an automatic call distributor (ACD) coupled to a plurality of telephone lines, said ACD receiving incoming calls from a plurality of callers, and for placing said incoming calls on hold in at least one predetermined hold queue, each of said plurality of incoming calls to be distributed and

25 connected to an available operator from among a plurality of operators, each operator having an agent work station comprising an audio device for allowing said operator to converse with a connected party and a data device for allowing said operator to send and receive information concerning said connected party, each said agent work station being coupled to said ACD, said system comprising:

a controller, coupled to said ACD, for detecting at least one said available operator, for directing said ACD to connect said at least one outbound telephone call answered by a called party to said work station of said at least one available operator;

5 a dialer, coupled to said ACD and responsive to said controller, for placing at least one outbound telephone call over one of said plurality of telephone lines coupled to said ACD to at least one predetermined telephone number; and

said controller for establishing a data signal path between a data base and said work station of said at least one available operator, for retrieving data from said data base, and for transferring said data to said work station, said data associated with and concerning said called
10 party being connected to said at least one available operator.

92. A method for adding and integrating outbound calling and overall system control to an automatic call distributor (ACD) coupled to a plurality of telephone lines, for receiving
15 incoming calls and placing incoming calls on hold in at least one hold queue, and for distributing and connecting said incoming calls to an available operator from among a plurality of operators, each operator having an agent work station comprising an audio device for allowing said operator to converse with a connected party and a data device for allowing said operator to send and receive information concerning said connected party, each said agent work station being coupled to said ACD, said method comprising the steps of:

20 providing a dialer, coupled to said ACD, for placing at least one outbound telephone call; providing a controller, coupled to said ACD and to said dialer, for at least determining a number of incoming calls on hold in said at least one hold queue;

responsive to said determination of said number of said incoming calls on hold in said at least one hold queue, placing at least one outbound telephone call with said dialer, over one of
25 said plurality of telephone lines coupled to said ACD, to at least one predetermined telephone number;

detecting at least one answered outbound telephone call placed by said dialing means;
placing said at least one answered outbound telephone call in at least one hold queue;

directing said ACD to connect said at least one answered outbound telephone call on hold in said at least one hold queue to a work station of an available operator;

establishing a data signal path between a data storage device and said work station of an available operator; and

- 5 retrieving and transferring data to said work station of said available operator from said data storage device, said data being associated with and concerning a called party on said answered outbound telephone call connected to said available operator.